

Complaints Handling Process



Stages 1,2,3 and 4

Stage 1: Contacting our Customer Services Advisors

The Customer Services Advisor will take the details of your complaint. They will make every effort to investigate and resolve your complaint providing you with an appropriate response. If you are not happy with the reply you can escalate your case to the Escalated Customer Resolution Team who will undertake a re-investigation.

Stage 2: Contacting our Escalated Customer Resolution Team

Our Escalated Customer Resolution Team is trained and experienced in dealing with escalated complaints. They will endeavour to address and resolve your concerns; however, if after allowing them another chance to try and deal with your complaint, you remain dissatisfied with their response, you can contact the Postal Review Panel.

Stage 3: The Postal Review Panel

Royal Mail customers who have complained have access to the [Postal Review Panel](#) who will take a fresh and impartial look at your case. After this review the Postal Review Panel will provide a final response from Royal Mail about your complaint. This will take place within 30 days of your first contact with them.

The objective of the Postal Review Panel is to find a mutually satisfactory resolution for your complaint.

However, if you are not satisfied after the Postal Review Panel has provided you with a final response then your case will be considered 'deadlocked'. Customer complaints in deadlock can be referred to the independent Ombudsman style scheme, the Postal Redress Service (POSTRS).

You can contact the Postal Review Panel at any time quoting your Royal Mail reference number. However Royal Mail will always want to try and resolve any concerns or complaints you have, and it is strongly recommended that you work with the Customer Services teams at Stage 1 and Stage 2 to try and sort out the problem before contacting the Postal Review Panel.

See page 2 for **Stage 4**

Complaints Handling Process continued



Stage 4: If you remain unhappy

If you remain dissatisfied with the response you have received after contacting the Postal Review Panel and you have received a deadlock letter, you may be able to escalate your complaint to the independent Ombudsman style scheme, the Postal Redress Service (POSTRS).

POSTRS's role is to resolve customer disputes. POSTRS provide a free service and we are bound by their findings.

Depending on the nature of the specific complaint, POSTRS may be available. Generally, the service is available to you if:

- We have not been able to settle your complaint within the 90 day timescales set out by Royal Mail Customer Services
- You have been referred to the scheme through your 'deadlock' letter
- We have not followed our own complaints procedure in handling your complaint

A list of Royal Mail's products and services available through the Postal Redress Service (POSTRS) is available at royalmail.com/postrs

Further information

If you require independent advice about your rights as a consumer or how to progress a complaint, you can contact Citizens Advice Consumer Service if you live in Great Britain or the Consumer Council if you live in Northern Ireland. They offer practical advice via the telephone and online. Please be aware that Citizens Advice consumer service and the Consumer Council Northern Ireland cannot make a complaint on your behalf or provide advice on specific Royal Mail products and services.

Citizens Advice

www.citizensadvice.org.uk

Telephone: 03454 04 05 06

Welsh speaking customers: 03454 04 05 05

Consumer Council for Northern Ireland

www.consumerCouncil.org.uk

Telephone: 0800 121 6022